



April 9th, 2012

The Chief Executive Officer  
Internet Corporation for Assigned Names & Numbers (ICANN)  
4676 Admiralty Way, Suite 330  
Marina Del Rey, CA 90292-6601  
United States of America

Dear Sirs,

**Subject: Letter of Support for the .africa gTLD Application of DotConnectAfrica Trust**

CentralNIC is a company registered in England and Wales with company number 4985780 and Registered Offices at 35-39 Moorgate, London, EC2R 6AR. We are an independent global domain name registry service provider committed to enabling organizations to acquire and manage new Top Level Domain names.

This letter is to confirm that CentralNic Ltd has entered into a contract with DCA to provide backend gTLD registry services for the .africa generic top-level domain. This agreement specifies that CentralNic will provide the following services to DCA for this TLD, via a new registry system to be set up in Kenya:

1. Operation of the Shared Registry System in accordance with all ICANN specifications, consensus policies and temporary polices; including an Extensible Provisioning Protocol (EPP) interface compliant with the relevant IETF RFCs;
2. Operation of the Whois service in accordance with ICANN specifications and RFC 3912 and applicable national legislation;
3. Operation of the Authoritative DNS Service in accordance with ICANN specifications and the relevant RFCs;
4. Operation of the DNSSEC system in accordance with ICANN specifications and industry best practice, as described in RFC-4641-bis<sup>1</sup>;
5. Submission of Registry Data Escrow deposits to [Applicant]'s selected Agent as per ICANN specifications;
6. All registrar account management, including collection of registration and renewal fees, registrar on-boarding and Operational Testing and Evaluation (OT&E);
7. Customer service for registrars by telephone and email on a 24x7 basis;
8. Technical support for registrars and end users on a 24x7 basis;
9. Abuse prevention measures such as integration with the Trademark Clearing House to

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<sup>1</sup> See <http://tools.ietf.org/html/draft-ietf-dnsop-rfc4641bis>



provide a Sunrise period, plus operation of the Trademark Claims Service; operation of the Uniform Dispute Resolution Process (UDRP) and Uniform Rapid Suspension Service (URS);

10. Operation of Business Continuity and Disaster Recovery facilities for the Registry system, including failover to a backup registry provider.

CentralNic will provide the above services to DCA in accordance with all specifications, obligations, requirements, best practices and standards required of DCA by ICANN, the IETF or other relevant standards body.

In addition, CentralNic will provide sales and marketing services for DCA on a revenue-share basis, including:

- Local, National and Global Distribution via ICANN-accredited Registrars
- Registrar Sales and Marketing Support, including:
  - Insertions in CentralNic registrar newsletter
  - Presence on CentralNic website
  - Dedicated email campaigns targeted to CentralNic's global Registrar network
  - Basic dedicated TLD website
  - Global press campaign
  - Inclusion in CentralNic event schedule
  - Presentation of the TLDs at Registrar meetings
- Sunrise Services
- Landrush Services
- Premium Name Services
- Local Sales via Partner Websites and Offices
- Innovative promotions to ensure growth, profitability and longevity of the TLD
- Online Tools, Reporting and Monthly Payments

The billable value of these sales and marketing services is estimated at \$500,000USD.

Yours Faithfully,

A handwritten signature in black ink, appearing to read 'Ben Crawford'.

**Ben Crawford**  
CEO